

INFORMATION SERVICES

POLICY COMMITTEE REPORT



DECEMBER 9, 2004

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INFORMATION SERVICES

POLICY COMMITTEE

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INTER-OFFICE MEMO

TO: Information Services Policy Committee

FROM: Doug Thomas, Information Services Manager, Information Services

DATE: November 09, 2004

SUBJECT: Monthly Report

SYSTEMS DEVELOPMENT PROJECTS

1. **InterLine e-Gov**

Husker Parking with ePay continues to be very successful. With one game left the estimates of generated pre-paid parking sales will come close to \$30,000.00. A new MyInterLine service will be fully activated this month. Register of Deeds image viewing system is currently taking registrations and full security with logging will be implemented on 11/15/04. The new Personnel Applicant Tracking System will be put into production after the holidays on 01/03/05. AppTrack also has a new e-Jobs service that allows the customer to be automatically notified via E-mail when one of the jobs they selected (up to 20) becomes available. The InterLine Action Center, (citizen service requests) is scheduled for 2nd quarter 05. The new Wells Fargo /EPOS payment module will be activated this month if all legal issues are resolved. (Property Tax Payments only) I.S. continues to research the need for Internet content management software in it's efforts to restructure and technically upgrade InterLine to be compliant with industry standards and Federal 508 rules. (Accessability Guidelines)

2. **Personnel Applicant Tracking System**

The PAT system was successfully put into production **internally** in August 2004. The web based portion of the project has been completed and approved for implementation. Final employee training and system stress testing was completed last month. Don Taute will make the media announcement about the new Online Employment Service sometime before the go live date in January 2005.

3. **Lancaster County PeopleSoft**

Good progress continues to be made in this project with the assistance of a more qualified PeopleSoft consultant. Hardware performance issues are being resolved and contingency plans are in place if any additional problems surface. PeopleSoft evaluated their hardware/software deployment and certification effort last week, after our Project Supervisor outlined a series of missteps, and they fully credited our project account by \$20,000. Technical and functional project plans have been established and are on track for implementation by 01/01/2005. Staff training continues as needed. Majority of I.S. staff time will be spent building software interfaces to all required applications.

4. **Health Clinic System**

This project has been withdrawn by the LLCHD. The health departments project leader has been working closely with the City Attorney to document the failures. LLCHD has demanded reimbursement for the project expenses or they will pursue a legal remedy. CHMC has made a \$100,000+ offer to sever the relationship.

5. **County Attorney/Public Defender Case Management System**

Project planning began this month to determine the scope, technology requirements and platform selection.

6. Parking Tickets

The application development effort is moving forward with only batch reports remaining. The customer continues to review the application, which has been very positive. IS continues to do R&D on the handheld device and it's companion mobile printer. (Zebra QL320) Field testing is scheduled for this month with both devices. Final testing of software and hardware will occur by the end of the year. Depending on the final customer acceptance testing this project will be implemented in the 1st quarter 2005.

7. Fire Systems Rewrite

The PRIME system components continue to be worked on with good progress being made in the Training module. Continuing issues with the EMSpro vendor has impeded our progress. The new EMSpro project manager has made a difference and some head way has been made. The LFR staff have been asked to do a system test of the entire EMSpro software to validate the progress that has been made to date. LFR will be coordinating the testing, training, and deployment of the new software at the fire stations by 01/01/05.

OPERATIONAL

The prime shift utilization for the Fiscal AS/400 was 9.04% in November compared to 10.87% in October. Disk utilization decreased slightly to 66.7%.

The prime shift utilization for the CJIS Alpha server was 26% in November compared to 30% in October.

The prime shift utilization for the IBM Multiprise Enterprise Server was 59.35% in November compared to 52.26% in October. There were 4,402,559 CICS transactions executed which includes 1,444,545 web transactions.

Project



Reports

Personnel Applicant Tracking System (PATs)

Project Manager: Terry Lowe
Analysts: Nick Wemhoff
Chris Plock

December 8, 2004

Project Description:

The Personnel Applicant Tracking System (PATs) has gone through various conceptual stages over the past two years in both project scope and system requirements. A new project team was formed in March of 2003 that began to bring both new technology solutions and long term vision to the table. Based on the Personnel Directors request, the architecture for a comprehensive web based system was designed and approved. The new system will include the automation of a full range of processes from job requisition, online applications, document imaging, automated ranking/ratings of supplemental questionnaires, and interview processing, to final applicant selection and Affirmative Action tracking. The system will be developed completely by utilizing the Oracle Developer tool set and supported by the Oracle data base environment. The project has been split into three deliverables. Phase I: Intake Processing. Phase II: Systems Administration. Phase III: Web Based Online Applications and Internal Application Processing. Early estimates project an operational system in the 3rd quarter of 2004. The budget was established at \$79,060.00 with 1340 hours of effort. (@\$59.00/\$63.00 an hour) A revised budget of an additional 160 hours (@ 64.00 an hour) will be required to complete the project.

Total Project Hours 1500 Total Expended Hours: 1615.50

Current Events:

11/04 * Nick complete the requests for modification generated from the customer training event. Received final customer acceptance approval. Personnel agreed to coordinate the media announcements. Expended: \$102,098.50

Future Events:

12/04 * Complete ADA 508 enhancements with the assistance of NCBVI staff. Purchase JAWS and ZoomText for one personnel public access terminal. Conduct the last system overview demo with personnel staff. Full implementation of the web based portion of AppTrack will occur after the holidays. 01/03/05.

History:

10/04 * Nick conducted the demonstration and training of personnel staff on 10/27/04. Began work on modifications and enhancements. Expended: \$99,042.50.

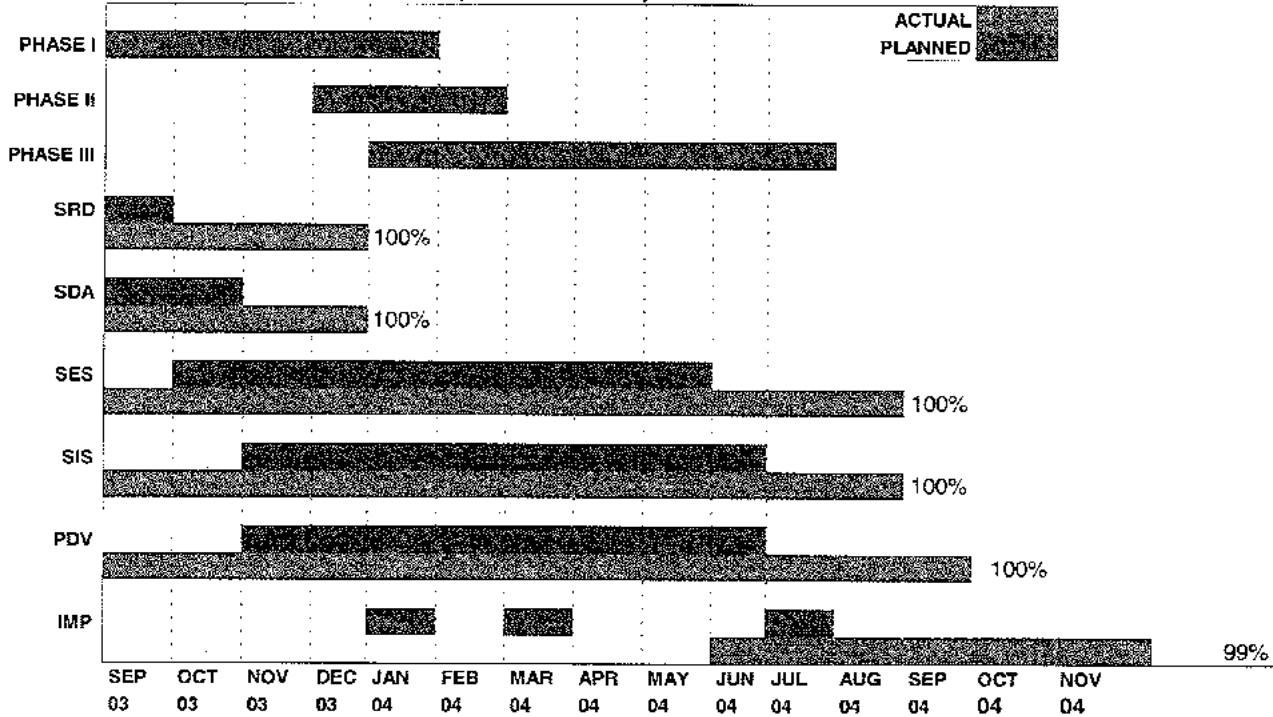
09/04 * Nick completed the coding and unit testing on Phase III, the web based portion of the project. Phase III is targeted to be put into production after a short user acceptance period of 1 to 2 weeks. Expended : \$93,122.50.

- 08/04 * Nick complete the customer acceptance training activities. Phase I and Phase II have both been successfully placed into production. Nick continued to work on the Phase III the web based portion of the project. Expended : \$82,882.50
- 07/04 * Nick completed the preparation for the customer acceptance training activities. Nick continues to work on the Phase III web based portion of the project. Chris completed the work on the MyInterLinc interface module to AppTrack. Expended : \$73,922.50
- 06/04 * Nick complete Phase III testing on the applicant requisition and selection process. Preparation for the customer acceptance training activities began this month. Nick also began the Phase III web based portion of the project. Chris will be working on the MyInterLinc interface module to AppTrack as time permits. Expended : \$62,037.00
- 05/04 * Phase III, applicant requisition and selection processing is in the final stages of testing. Nick was assigned to work on the web based portion of Phase III, (Application processing.)
- 04/04 * Both Phase I and Phase II have been completed. Full system testing has begun. Terry and Chris continue to design the MyInterLinc module that will be utilized by a variety of applications for registration processing. Citizens will be issued unique identifiers so they can track the status of their applications online. Chris will be working on Phase III, Web Based Application processing, late 3rd quarter 2004. Expended : \$47,264.50
- 03/04 * The Application Intake module and related processing was completed. Letter generation has been tested successfully and a streamlined process has been designed. Automated ranking and rating of supplemental questions has been completed. Nick has also completed the EEOC filters that will identify protected status applicants for select. Bi-weekly interfaces with Tesseract will create exact EEOC profiles of our workforce. Terry and Chris continue to design the MyInterLinc module that will be utilized by a variety of applications for registration processing. Citizens will be issued unique identifiers so they can track the status of their applications online. Expended: \$38,475.00
- 02/04 * The Application Intake module and related processing is nearly completed. First draft letter generation has been tested successfully and a streamlined process has been designed. Automated ranking and rating of supplemental questions is near completion. Nick has also added the EEOC filters that will identify protected status applicants for selection. Bi-weekly interfaces with Tesseract will create exact EEOC profiles of our workforce. Terry and Chris continue to design the MyInterLinc module that will be utilized by a variety of applications for registration processing. Citizens will be issued unique pin numbers so they can track the status of their applications online.
- 01/04 * The Application Intake module is moving forward at a rapid pace. Nick is putting the finishing touches on a couple of new features and will begin unit testing next month. It was decided that all image processing will utilize the County Records staff. This will

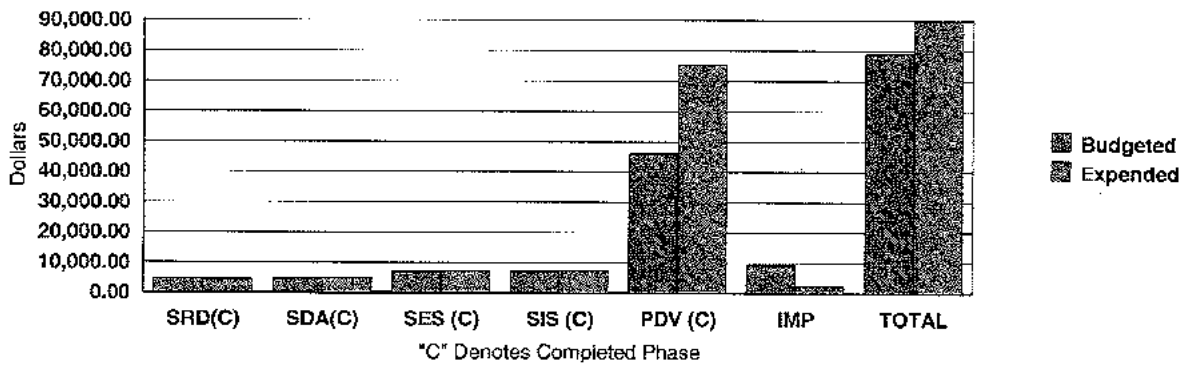
eliminate the need for scanners and will also allow the current staff to keep up with the new data entry work load of supplemental questions. Nick is also reviewing the letter generation issues for phase I.

- 12/03** * The initial set of production supplemental question screens were deployed. Personnel staff can now begin the process of building the questions repository while we work on the Phase I Application Intake module.
- 11/03** * Proto type testing continued on the first set of screens utilizing the Oracle shell technique. A demonstration for the personnel staff was given on the first cut of the supplemental questions maintenance module.
- 10/03** * Nick continued to refine the data base structure for the Phase I Intake Module. Proto type testing on the first set of screens was conducted utilizing the Oracle shell technique. Nick started the coding on the supplemental questions maintenance screen.
- 09/03** * Terry meet with the personnel director and project staff members on 09/10/03 to resolve the scooping issues. Received a letter from the personnel director on 09/15/03 confirming the intent to develop the full comprehensive system based on the 09/10/03 meeting. Nick began to put together the first set of tables and Oracle screens for the Intake Module. Nick and Chris are coordinating the data base design effort to insure complete constancy for all three modules. Chris completed the Oracle Forms training in Chicago on 09/26/03.
- 08/03** * First project status meeting held with Barb Boggs, the project leader, from personnel. Scope issues surfaced for the first time which required further attention.
- 07/03** * Investigated existing R-base systems and began on site interviews. Budget was established at \$79,600 equating to 1290 hours of effort.
- 06/03** * Project scheduled to start in September due to outside projects utilizing assigned staff members.
- 05/03** * Personnel Director approved the project and secured funding at the \$80,000.00 level.
- 04/03** * The initial estimates based on the outlined scope was given to the Personnel Director. (\$60k-\$80k)
- 03/03** * New team of IS members introduced to the personnel staff on 03/19. The new vision and scope of the system was outlined.

**PERSONNEL APPLICANT TRACKING SYSTEM (PATS)
PROJECT SCHEDULE
DECEMBER, 2004 (November Work)**



**PERSONNEL APPLICANT TRACKING SYSTEM (PATS)
DOLLARS EXPENDED**



Health Clinic System

Project Manager: Jim Walkenhorst

November 11, 2004

Analyst: TBA

Project Description:

The Lincoln Lancaster County Health Department (LLCHD) is a complex organization that supports the Health and Public Safety needs of the Community. The mission of the Department is accomplished through three public health core functions including assessment, policy development, and assurance. The core functions are essential as the Department provides direct service in the key business areas of Environmental Health, Health Promotion & Outreach, Public Health Nursing (PHN), Dental, and Animal Control.

The community continues to grow, regulation changes, and new health issues continue to surface. In these times the LLCHD is diligently working towards a public health infrastructure that facilitates the development of a continuously evolving, responsive, accessible, and holistic health care system which optimally utilizes public and private resources. Public health must be the primary advocate of under served and hard to reach populations as well as the advocate for the issues threatening the health of larger numbers of the community. Cost containment pressures will demand collaboration and coordination among agencies that can best be facilitated by a strong public health agency using sound epidemiological practices. Population base public health initiatives such as "personal responsibility" and "reducing environmental threats" will be vital to gaining control of escalating health care costs.

The LLCHD has initiated a project to evaluate the needs of the LLCHD business operations with the purpose of improving service delivery as a result of the implementation of new technologies. The project will be executed in phases beginning with the study and evaluation of core business processes within LLCHD. These business processes support Health Promotion & Outreach, PHN, Dental, and include functional issues such as appointment scheduling, laboratory services, care planning, client demographics and documents, as well as financial office and administration issues. The result of the first phase is the development of a request for proposal (RFP) which will be made available to companies that specialize in health systems and technology. The responses the vendors provide will be evaluated by the project team and ranked.

The next phase of the project will include decisions that will shape the automation trends of the LLCHD for the next millennium. Although there have been a number of opportunities provided to potential vendors for automation at LLCHD, it will be determined within this phase whether or not the proposed automation is cost justifiable and/or the automation has a strong fit for the needs of the LLCHD. In either case LLCHD has a number of options that can be exercised which includes rebidding, making incremental improvements in existing automation and operational practices, or using the City Information Services resources to develop an automated solution.

Based upon the outcome of these two phases another aspect of this complex project must be addressed. Developmental and implementation issues will be formulated into a structured approach. The approach at this point can be best characterized as project and system development life cycle methodologies.

Current Events:

- 11/04 * CMHC has offered a refund for the project totaling \$110K. LLCHD has decided that the refund was not reasonable and counter offered with a much higher amount. No other activity can be reported at this time and the project is officially terminated.

Future Events:

- 12/04 * We expect CMHC to respond to the counter offer by the end of the year. At that time we will determine the issues regarding the removal of hardware and software.

History:

- 09/99 * Process evaluations have been completed. The RFP has been fully developed and potential vendors have been contacted about opportunities here at LLCHD. Four vendors have responded to the RFP by September 1. The project team has divided into sub-groups to evaluate each section of the RFP. An evaluation matrix was developed for the sub-groups to use during the evaluations of each proposed product. The group will have completed the evaluations by September 24.
- 10/99 * The responses to the RFP's have been reviewed and evaluated. There are three vendors that appear to meet some of the new system requirements. On site demonstration days have been scheduled for the first three Wednesday's in December. Purchasing has reviewed the protocol for demonstrations and vendor communications.
- 11/99 * Question sets have been developed for vendors along with business case scenarios. Purchasing has forwarded these and the agenda for the demonstration days to the three qualifying vendors.
- 12/99 * The three vendors have made presentations to the LLCID systems review team. The formal evaluation forms have been collected from each demonstration period and summation is done. One vendor has been eliminated from consideration. The vendors that remain under consideration have functionality which needs to be further investigated.
- 01/00 * As a result of vendor reference screening and follow up calls, the team has determined that only one vendor has a potential fit with LLCHD needs. The remaining vendor is going to be invited to return with a two day demonstration of the proposed system. The team also met to layout an appropriate software evaluation approach for this two day event. There has been some very preliminary discussion regarding the development of a software package by Information Services.
- 02/00 * One vendor has been selected for two days of product demonstration to the evaluation team March 2 and 3, 2000. An agenda has been developed and evaluation forms have been developed for this demonstration.

- 03/00 *** CMIIC Systems was invited back for a two day product demonstration to the evaluation team March 2 and 3, 2000. Our team found the proposed software package to be a good fit and the consultant group representing CMHC appears to be an easy group of individuals to work with.
- 04/00 *** CMHC Systems will hold their annual users group conference May 9-13. We have been invited to attend for no charge. CMIIC has been invited back to Lincoln for a three day business and process review in June. The result of this meeting will enable the project scope to be further defined and begin to determine the estimated project costs. The original plans for the client site visits did not work out.
- 05/00 *** A team representing LLCID attended the CMHC Systems annual users group conference May 9-13. The team attended a number of product specific work sessions. Each workshop was valuable in identifying key aspects of software products that either currently exist or are close to being available for the general public. CMIIC Systems appears to be very well connected with the needs of the Customer base as well as new trends in technology. Special arrangements were also made for additional breakfast meetings. These meetings were used to gain some insight into CMIIC project management approach and to find specific problems which could impact plans for LLCID. The CMHC Implementation Manager has requested process documentation and specifics about interfaces with the current LLCID processes and system. The effort has been divided among the front line nursing group to complete.
- 06/00 *** CMHC Systems sent a team to Lincoln to evaluate each of the LLCID Health programs for fit with the CMHC systems modules. The CMHC approach and the analysts involved during this process was impressive. CMHC will be putting together estimates for the software, resources, consultants, and training. Also, a disk will be prepared of the high level tasks of the work breakdown structure in MS Project.
- 07/00 *** CMHC Systems has provided the first cut of a work plan. The total elapsed project implementation period covers an entire year. Purchasing is currently working with LLCID Administration to resolve funding and negotiations issues. The project needs to gain some momentum again.
- 08/00 *** A realistic approach to the cost of the overall project has initiated an effort by LLCID and Purchasing to try to find significant project cost reductions. Purchasing is working directly with CMHC Systems and we are working with LLCID in discussing a number of cost reductions based upon information in the CMHC proposal. LLCID also indicated that LLCID needs to have a greater return on the sale of the LLCID Care Pathways methods which is very leading edge for health organizations.
- 09/00 *** Cost reductions and project funding meetings have been held internally. CMHC is trying to reduce the project costs and determine alternative solutions in certain areas. LLCID is looking at funding options through financing, grants, and budget options.
- 10/00 *** CMIIC has accepted the changes to the contract we proposed. The new proposal has shaved over \$130K from the first cut. The project budget has been discussed with the City and County Finance and Budget Departments and the team has been given a green light to continue pursuing the contract negotiations and project funding.
- 11/00 *** Dramatic project cost reductions were identified in the areas of hardware and software. Software licensing, hardware down sizing, and project phasing all contributed to new a new project budget which appears to be very workable.

- 12/00 *** The project funding has been approved by Finance and must next be approved by the City Council. The contract details are being discussed with Purchasing and some legal issues such as software escrow and State in which legal issues would be resolved are coming to a close.
- 01/01 *** The first readings of the project proposal will be heard by the City Council. The contract negotiations and contract details have been resolved. Initial plans and approach is being discussed for the project start up
- 02/01 *** The City Council has accepted the LLCHD proposal for the implementation of the CMHC software solution and the financing plans. The first payment has been made to CMHC and some preliminary training has been scheduled.
- 03/01 *** Hardware has been ordered and a tentative date has been set for the third week in April for implementation. PC upgrades are in progress. A conference call is scheduled with CMHC as a primer to the on site review scheduled later in April (TBA). Project strategy meetings have been held and the structure of the project is forming.
- 04/01 *** CMHC has installed the new hardware at LLCHD. There are three desk top computers which currently have the client software installed. We have contacted CMHC and discussed the plans for the first project engagement meeting. CMHC will be on site for the project kick off May 7-11. Additional database and control file training sessions have been scheduled for support staff.
- 05/01 *** CMHC have been onsite to discuss the program by program implementation. The functionality of the product needs as outlined in the RFP will be considered the baseline for the project plan. The critical path has been discussed and is being further defined. Project planning structure and management suggestions provided by Information Services have been discussed in detail and are being incorporated in both the project plan and project structure. Preliminary discussions regarding conversion and interface work have begun.
- 06/01 *** The project plan has been expanded and now includes additional details about the approval and project controls. The plan is also more specific about the RFP requirements serving as a project baseline. The Front Desk module will be implemented program by program and will first be implemented in the clinic for walk in's this September. Conversion efforts have begun. The first preliminary sample data was sent to CMHC via e-mail and the CMHC conversion team are working with the data.
- 07/01 *** Conversion activity has begun. Sample data has been sent to the CMHC conversion specialist. Options have been developed for the Central Registry and General Assistance. Data Control Interface File forms are being completed on a table by table basis. The CMHC Project Manager has given the team an overview of the proprietary database structure. The Front Desk CMHC scheduling application is still in development however it is nearing completion and is nearly ready for BETA implementation. Reporting from the program modules is in a design phase with the CMHC reporting consultant.
- 08/01 *** The CMHC Front Desk Team called and said that the BETA product would not be available for the scheduled September demonstration. The new schedule calls for a November demonstration. I have suggested a full day demo for the core project members and two half day demos for the other casual office users. CMHC has suggested that the implementation of Front Desk, Immunizations, and Central Registry may slide to February or March. I am not happy about the situation and we will have CMHC identify and address all of the project

issues so that we stay on schedule. I don't think that there are any issues that can not be resolved so that the project stays on schedule. The core project team has bought into my thoughts on this and we will push CMHC on the issues.

- 09/01 * CMHC has rescheduled the Front Desk beta implementation for November. Central Registry clean up activities have been identified. Most of the DCIF's have been completed for phase one conversion purposes. We have begun discussion on the General Assistance system impact regarding phase one of the CMHC implementation.
- 10/01 * We have begun the interview process for the GA systems document that we are creating to depict the system functions and flow. Programming resources have been assigned to work with LLCHD staff members on the Central Registry clean up effort. A test conversion file of the CRMT master file was created using the DCIF form and sent to the CMHC Conversion Specialist.
- 11/01 * We have begun providing sample data for each DCIF to support phase one. The Central Registry clean up is in progress. Most of the rules have been identified for the clean up effort. The Front Desk demonstration has been postponed again.
- 12/01 * The rules for the Central Registry clean up are nearing completion. Sample data files have been provided to CMHC for all DCIF's. The implementation team is shooting for a March 2002 implementation. A General Assistance background information, or primer, was created with PowerPoint and burned to a CD. The CD was reviewed with the CMHC Project Manager and forwarded to CMHC Administration for review. CMIIC will determine if General Assistance functions can be incorporated into our CMIIC implementation.
- 01/02 * The Front Desk product installation and demonstration was completed. The integration of the mainframe General Assistance system with CMHC is still being reviewed. A proposal is being prepared by the CMIIC Professional Services Division which will address the need for an in depth analysis of the General Assistance system functional fit within the CMHC system functionality. The data conversion and Central Registry programming is nearing completion.
- 02/02 * Over two months have passed and CMHC has not followed through with the proposal for the General Assistance review. Conversion programming is mostly complete with some program tweaking expected. The general implementation of the system is not working within the time frames as projected.
- 03/02 * The implementation schedule has been discussed and although the project is not on target with the project plan, the project schedule will not be revised at this time. Front Desk is being tested. There are some components that are being updated. CMHC has not provided the proposal for the formal review of the General Assistance system. Data conversion testing is will being planned. Time and activity coding is nearing completion.
- 04/02 * New proposed schedules are being developed. Test conversion data has been generated and forwarded to CMHC. A proposal was received from CMHC for reviewing the General Assistance system. The proposal has been accepted, however the funding for the GA review will not come from this project funding. We have received more Front Desk updates for the Plus version. Nearly 60,000 records have been identified for removal from the Central Registry.

- 05/02 * LLCHD has reached a point in the project where ownership needs to be established for the last push to support the implementation process. To keep everyone on task we are going to have an all staff team meeting. At this time we will instill a new line of communication, status, and renewed sponsorship. There has been many disparate efforts in the past which now need to be reconnected to make the big picture work.
- 06/02 * Weekly conference calls have been established with CMHC and CMHC has given LLCHD priority status for the software that needs to be completed. Routine project team meetings have been established. Delivery dates were set for Front Desk Plus and Immunizations. The new Time & Activity collection is now in production. The Superbill has been developed and will be used to collect information which will later be added into the system post implementation of Central Registry. We have a new live date of 9/16/02 established for Central Registry, Front Desk Plus, and Immunizations. The teams have begun to develop the functional and technical implementation checklists. The teams have also referred back to the original RFP. We are trying to ensure that the new system meets all of the expectation as expressed in the RFP.
- 07/02 * Wade met with Kathy and Brenda and determined which agencies Kathy wanted to keep in the Contact table. This list will also determine which clients are purged from the Central Registry master table. Currently, the plan is to remove any rows from the Contact that aren't included on Kathy's list. None of the Mailing master rows need to be kept. After these rows are removed any client in the Central registry who meets the removal criteria will be removed and saved to tape. CMHC has missed the deadline for providing the Lattice program to extract data for the bridge program that Chad is working on. We have received the Front Desk Plus product and there are some updates that need to be applied.
- 08/02 * The Central Registry clean up has been completed. Approximately 60,000 records were deleted. The Central Registry interface program has been written and is being tested. The interface will populate the Central Registry on the mainframe using CMHC client data on a daily basis. CMHC has delivered the latest versions of the Immunization and Front Desk+ modules. Some patches are expected. The implementation of the first phase of the CMHC system has been delayed due to late arrivals of CMHC modules.
- 09/02 * CMHC has delivered Central Registry street address and zone program modifications. These modifications are working only in the program which performs add functions. Immunization shot administration screens have not yet been delivered. The Front Desk Plus product modifications were received. Testing activities are picking up for the project after the lag time endured during the delivery of updates from CMHC. Front Desk Plus implementation will be completed sometime after the Central Registry and Immunization programs are live.
- 10/02 * CMHC has given us a green light to proceed with an implementation live date of November 18, 2002. CMHC has delivered working components for the street edit and most of the immunization issues have been resolved. Only preliminary testing of conversion data has been done. The CMHC to Central Registry bridge has not been tested. There are some performance and other technical issues that need to be resolved.
- 11/02 * We are in production! Phase one of the CMHC project was implemented November 18, 2002. There were some minor conversion issues which were resolved immediately. The CMHC BUI system was not totally functional and some quick staff retraining was performed in the character based system as efforts continued to reach a stability point. The CMHC to Central Registry bridge is not being executed at this time and new clients are being juggled between the two systems. Most of the performance issues have been resolved.

- 12/02 * Production support issues are typical for this implementation. Some outstanding issues regarding some specific record conversion issues are being resolved. The systems availability has remained high with few performance issues. CMHC has resolved some of the BUI problems.
- 01/03 * The Central Registry bridge program is being used on a regular basis in the production environment. HIPAA forms for PHI have been completed with regards to in house systems support and CMHC off site support personnel. Systems changes are going to formally be routed to supervisors in department areas for review prior to contacting support staff. The team is beginning to do planning to move forward with the next phase of the project.
- 02/03 * The second phase of the project is off to a slow start. The transition to phase two has been hampered by a number of outstanding phase one issues that CMHC has not been responsive to. The project team is trying to focus on resolution on these matters.
- 03/03 * The project has come to a stop due to the CMHC product development problems. CMHC has provided program fixes which in turn have caused additional problems elsewhere. The second phase of the project has been put on hold until some of the key issues have been resolved. Most of the current effort is being expended on stability issues.
- 04/03 * CMHC President John Paton and two key staff members came to Lincoln to review the project, outstanding issues, and to discuss the future of CMHC at LLCHD. CMHC provided a work plan which indicated that all issues and implementation could not be completed until June of 2005. Our project team has determined that this is completely unacceptable. The project team has determined that contingency plans need to be made in the event that we decide to do a complete CMHC systems removal.
- 05/03 * CMHC prepared a proposal which addresses all of the open issues and the product development as originally promised in 2000. The time frame for the proposal was two years and extended into June of 2005. Since CMHC is not making LLCHD a priority and not aggressively mending our relationship with them LLCHD has decided to make an interim move to return to the mainframe. Cost estimates have been provided for making the return to the original system including some minor enhancement.
- 06/03 * Efforts have begun to write programs to convert data from the CMHC system to a format that will be used on the mainframe. Several program enhancements are being completed on the mainframe side which will help the staff take advantage of the improvements identified during the CMHC implementation. A number of issues have been discussed with City Law regarding the formal response to the CMHC proposed project plans. This response letter should be en-route at this time.
- 07/03 * The processes of Client Registry, Client Contacts, and Immunizations will be removed from the CMHC system and placed onto the Mainframe during the last week of this month. Final testing is being completed for all of these areas. Enhanced functionality for many of the online screens has been included in this migration effort. LLCHD has sent a letter to CMHC Corporate in response to the CMHC two year development and implementation proposal. LLCHD has put together a very specific plan of action with detailed information about LLCHD expectation. LLCHD has asked for a response from CMHC within 30 days.
- 07/03 * The processes of Client Registry, Client Contacts, and Immunizations will be removed from the CMHC system and placed onto the Mainframe during the last week of this month. Final testing is being completed for all of these areas. Enhanced functionality for many of the online screens

has been included in this migration effort. LLCID has sent a letter to CMHC Corporate in response to the CMHC two year development and implementation proposal. LLCHD has put together a very specific plan of action with detailed information about LLCHD expectation. LLCHD has asked for a response from CMIIC within 30 days.

- 08/03 * Client Registry, Client Contacts, and Immunizations has been removed from the CMHC system and placed onto the Mainframe. Some Client Registry data is being shared back to the CMHC system to support the Super Bill process. CMIIC President John Paton was on site this month to discuss project plans and our response to the CMHC proposal. City Law is constructing minutes to Mr Paton's site visit.
- 09/03 * The Health Department has indicated that they plan on working out or negotiating a new proposal with CMHC. The current CMHC system must under go significant improvement before it is ready to be used in a production environment. In the meantime The Health Department will continue to be supported by the enhanced mainframe system. We expect the Law Department to provide minutes and actions items for the last site visit by CMHC President, John Paton.
- 10/03 * Work continues to support the Health Department processing on the mainframe. Data is being exported from the mainframe to the CMHC system for the Super Bills. That is the only processing that remains on the CMHC system. The LLCHD is still working out contractual issues with CMHC.
- 11/03 * The mainframe is currently being used to support the core competencies of the Health Department. CMHC is still striving to develop a working system and it appears that it will be at least 18-24 months before they can deliver a usable product. The Health Department has requested analysis and review of the Vital Statistics system.
- 12/03 * The LLCHD continues to use the mainframe to support all of the internal processes except for Super Bills. The further development of the CMHC system is being worked out between CMHC and LLCHD Administration. New product roll outs are expected sometime this year, however no set times have been agreed upon.
- 01/04 * LLCHD has requested Information Services to participate in weekly conference calls with CMHC and return to the weekly steering committee meetings. CMHC appears to be moving forward with the re-development effort, however they are not able to bring some of the development issues to closure and are beginning to miss targets.
- 02/04 * LLCHD is sending data from CMHC to the Mainframe. This is a test of a process that was in place when LLCID was live with CMIIC 11/18/2002. Support of Mainframe immunizations processing continues as well as Central Registry. Information Services continues to participate in weekly telephone conference calls with CMHC. It appears that CMHC has made some progress in developing the new system for LLCID, however CMHC has yet to deliver any working systems components and the scope of the project never seems to be fixed. We are approaching a one year anniversary of the return to the Mainframe.
- 03/04 * Systems Development (SD) continues to support the mainframe environment. SD has recently completed the duplicated persons report, unduplicated persons report, and initial vs. established clients report. Test samples have been forwarded to LLCHD for review. A report of duplicated persons along with the initial vs. established clients report have been combined into the same report. The CMHC project schedule has been extended one month. A working system with core components has been promised in May. CMHC has not signed the amended contract.

- 04/04 * CMHC has not signed off on the contract amendments. The project baseline as outlined in documents provided to LLCHD last year is not being met. Although CMHC has delivered some functional component modules none of the modules are in working order and could not be used in a production environment. The mainframe system continues to support the processing needs for LLCHD.
- 05/04 * None of the systems components under development are functional. A project synopsis is being made which depicts the expected component modules and the percentage of completion. Target dates are not being met. The amended contract has not been signed by CMHC. Weekly conference calls with CMHC continue and on site development activities have been scheduled.
- 06/04 * CMHC progress on the development of the key functional modules of the system has been minimal. The critical systems components are not functional. The database search problem, which has been an issue for years, still does not function properly. For over a year CMHC has continued to make changes to the updated and/or amended contract. Any hopes to sign a new contract with them appears to be a fantasy. A project synopsis was made which depicts the expected component modules and the percentage of completion. This synopsis indicated that the project is in dire straits. Although weekly conference calls with CMHC continue and on site development activities have been scheduled, there is no reasonable project end in site.
- 07/04 * LLCHD has applied specific testing scenarios to a set of the modules CMHC has delivered. The scenarios indicate the system is nowhere near ready for production. LLCHD and CMHC are engaging in discussion to determine what are the critical and non-critical systems issues. Essentially, the CMHC system appears to collect most of the necessary data needed for the process, however the way in which the system collects the data makes the system intolerable. This project is in poor condition and there does not seem to be end in sight to resolve all of the project and systems issues.
- 08/04 * There are number of project issues which have been identified which seem to be a concern as to the viability of the CMHC product. The issues brought to the attention of CMHC have yet to be fully resolved. The language defining critical and non-critical systems issues is now a topic of discussion between CMHC and LLCHD. This is an excellent indication of the status of this project.
- 09/04 * CMHC was on site with the final build or wrapper for the complete solution set of CMHC modules. CMHC did not provide a complete working system which was to be demonstrated to the public health nurses Tuesday 9/21. Instead, the CMHC consultant returned to Ohio. The CMHC software does not appear to be a viable solution to LLCHD needs.
- 10/04 * LLCHD has determined that the software developed and delivered by CMHC does not work. Staff involvement in the project has ended and a termination letter has been sent to CMHC. The LLCHD Director and City Attorney have drafted a letter to CMHC requesting a refund.

Lancaster County PeopleSoft

Project Manager: Jim Walkenhorst
Analyst: Joyce Davidson
Wade James

December 9, 2004

Project Description:

During October, 2001 the Lancaster County Budget & Fiscal Officer, Accounting Operations Manager and Chief County Deputy Treasurer initiated a study of financial systems use within Lancaster County Agencies. There were a number of compelling reasons that the study was engaged. State and Federal requirements were changing, new regulation including GASB 34 as well as aging financial business processes and the technology used to support them.

The study focused upon determination of new standardized financial processing for the County Agencies, enhancing financial support to them, finding ways of meeting new report demands and process improvement where redundancies in work were eliminated, cycle time for certain business processes would be reduced and greater access to information would be gained.

Shortly after the study was completed the current software provider issued notice that the current system support would soon expire and all customers using the existing version of the software were going to be forced to migrate to new technology. The cost of the proposed migration was cost prohibitive.

It was evident that there were a number of compelling issues that would lead to making a change to the financial processing for Lancaster County.

Eventually, Information Services determined and through careful negotiations with the City of Lincoln and PeopleSoft USA that Lancaster County could gain access, as an affiliate, to the PeopleSoft USA software products license to the City. Lancaster County would gain access to all of the functional modules used to support the City of Lincoln at no direct software charge.

A Memorandum Of Understanding was made between the City of Lincoln and Lancaster County where certain costs would be shared in the future and PeopleSoft USA included Lancaster County with the City of Lincoln software license through an affiliate agreement and contract addendums.

These efforts have brought Lancaster County to engage in a Consulting Services Agreement with PeopleSoft USA and using Information Services staff for technical direction and support, Lancaster County has engaged this project to implement new financial solutions.

Current Events:

11/04 The majority of the subsystem interfaces have been written and are being tested. Check printing using local and remote printing at the Treasurers and Clerks offices is being tested. Check stock is being adopted to standard PeopleSoft formats because it is more cost effective to replace the forms than modify the check writer software to accommodate old formats. It appears that we are on target to meet project dates.

Future Events:

12/04 An end user kick off meeting is planned. During the meeting the user community will be exposed to the new accounting structure, accounts payable processing and cash receipting. We will also demonstrate the new system. End user training will be scheduled and all interface programming will be completed. The end users will finish out all business by December 23 and close. The team will collectively sign off on the project to go live January 3 and have balances loaded January 10. At this time it appears that the project will finish approximately \$40K under budget.

History:

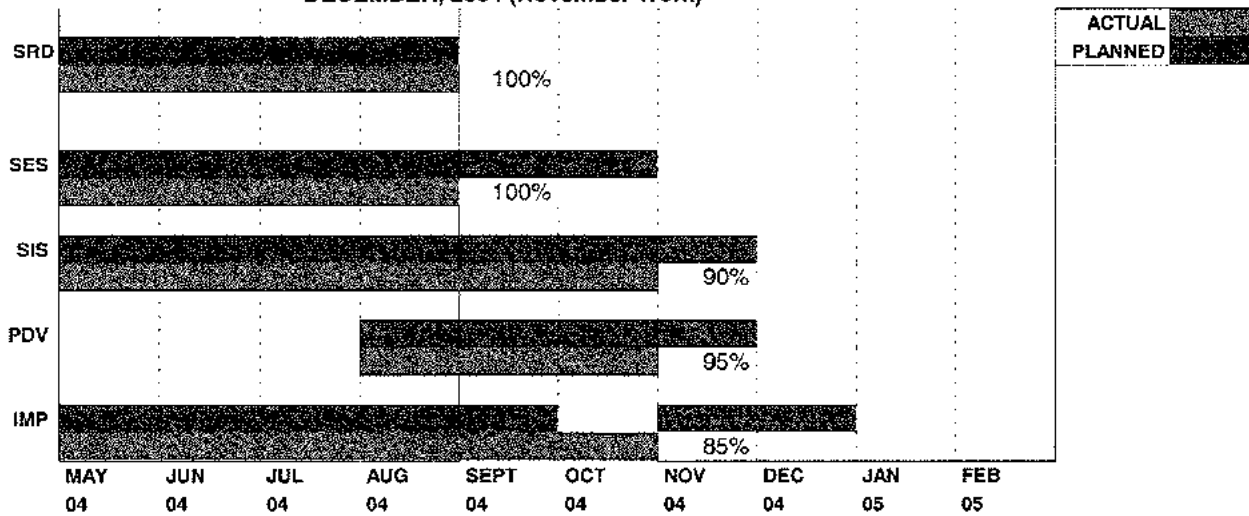
04/04 A request for proposal for an i-Series CPU has been prepared and has been distributed to a list of vendors. The PeopleSoft project manager was on site to begin preliminary overviews of the site visit from last fall and to begin identifying the necessary chart of accounts structures at a high level.

05/04 The i-Series hardware has been ordered through MSI Systems Integrators. We look for the delivery of the hardware mid-June. The PeopleSoft project manager has been on site to begin designing a new chart of accounts with the finance staff. The current vendor file is being mapped to the address book. Summary and detailed interface information is being gathered for a design workshop next month.

06/04 The i-Series hardware has arrived and the installation process has begun. The application deployment server and related equipment has been delivered. The PeopleSoft project manager has worked with County staff and has the design and preliminary build of the chart of accounts completed. The vendor book has been converted to the address book format and manual updates are being made to keep them in sync. Function and technical training classes for Foundation and CNC Foundation have been held. Initial discussions have been made regarding the interface programming effort.

- 07/04** The chart of accounts revenue and expense structure has been designed. The address book is being kept current with current system vendors. The team decided to generate the 2004 production CAFR report from new system with balances brought over from the current system. The installation of the PeopleSoft application software has begun.
- 08/04** The PeopleSoft system is operational on the i-Series. There are some technical access issues which need to be resolved for remote users. The coding of the chart of accounts structure and business unit/object assignment is complete and they have been loaded onto the i-Series in the prototype environment. Technical staff have attended the systems administration course.
- 09/04** PeopleSoft Enterprise One is working in the fat client and web environments. A PeopleSoft technical specialist has been onsite to resolve systems issues. The functional application areas are being prepared by loading production data into the system and the PeopleSoft Project Manager continues to work with the end users on covering all of the working operational processes. General Ledger end user training has been conducted. the PeopleSoft Project Manager indicates that no issues have been identified which will keep us from our January implementation target.
- 10/04** End User training has been completed for General Accounting and Accounts Payable. Functional and Technical resources have been scheduled through January. The team indicates that the January 2005 target dates can still be met. There are some performance issues with accessing the system through the Websphere facility. We are seeking further adjustments to the invoice regarding the hours charged for the initial software implementation effort. Connectivity between the i-Series and the mainframe has been established so that check printing and other reporting can be accomplished using the printers in the mainframe environment. Programming for subsystem interfaces has begun.

**COUNTY PEOPLESOFT
PROJECT SCHEDULE
DECEMBER, 2004 (November Work)**



**DOLLARS EXPENDED
NOVEMBER, 2004 (October Work)**

